

Docket No. AUS920040116US1

**CLAIMS:**

What is claimed is:

1. A data processing system for routing system management information, comprising:
  - a plurality of notification units;
  - a network coupled to said plurality of notification units, said network operable to determine whether each notification unit of said plurality of notification units is available to receive system management information; and
  - a plurality of management units coupled to said network, at least one management unit of said plurality of management units operable to:
    - generate said system management information;
    - determine an identity of an intended recipient for said system management information;
    - associate said identity with at least one notification unit of said plurality of notification units; and
    - determine whether said at least one notification unit is available to receive said system management information.
2. The data processing system of Claim 1, wherein said at least one management unit is further operable to send said system management information to said at least one notification unit via an instant message if said at least

Docket No. AUS920040116US1

one notification unit is available to receive said system management information.

3. The data processing system of Claim 1, wherein said network comprises a presence network.

4. The data processing system of Claim 1, wherein said network comprises an instant messaging network.

5. The data processing system of Claim 1, wherein said at least one notification unit comprises an instant messaging client associated with said intended recipient.

6. The data processing system of Claim 1, wherein said at least one management unit comprises at least one of a management agent and a managed resource.

7. The data processing system of Claim 1, wherein said system management information comprises event information or notification information.

8. The data processing system of Claim 1, wherein said intended recipient comprises at least one of an entity, party and person having a responsibility for responding to said system management information.

9. The data processing system of Claim 1, wherein the operation to determine said identity comprises an operation to access an on-call list of responsible entities, parties or persons.

Docket No. AUS920040116US1

10. A method in a data processing system for routing system management information, the method comprising the steps of:

coupling a network to a plurality of notification units;

said network determining whether each notification unit of said plurality of notification units is available to receive system management information;

coupling a plurality of management units to said network; and

at least one management unit of said plurality of management units generating said system management information, determining an identity of an intended recipient for said system management information, associating said identity with at least one notification unit of said plurality of notification units, and determining whether said at least one notification unit is available to receive said system management information.

11. The method of Claim 10, further comprising the step of said at least one management unit sending said system management information to said at least one notification unit via an instant message if said at least one notification unit is available to receive said system management information.

12. The method of Claim 10, wherein said network comprises a presence network.

Docket No. AUS920040116US1

13. The method of Claim 10, wherein said network comprises an instant messaging network.

14. The method of Claim 10, wherein said at least one notification unit comprises an instant messaging client associated with said intended recipient.

15. The method of Claim 10, wherein said at least one management unit comprises at least one of a management agent and a managed resource.

16. The method of Claim 10, wherein said system management information comprises event information or notification information.

17. The method of Claim 10, wherein said intended recipient comprises at least one of an entity, party and person having a responsibility for responding to said system management information.

18. The method of Claim 10, wherein the step to determine said identity comprises accessing an on-call list of responsible entities, parties or persons.

19. A computer program product in a computer-readable medium for routing system management information, the computer program product comprising:

first instructions for coupling a network to a plurality of notification units;

Docket No. AUS920040116US1

second instructions for determining whether each notification unit of said plurality of notification units is available to receive system management information;

third instructions for coupling a plurality of management units to said network;

fourth instructions for generating said system management information;

fifth instructions for determining an identity of an intended recipient for said system management information;

sixth instructions for associating said identity with at least one notification unit of said plurality of notification units; and

seventh instructions for determining whether said at least one notification unit is available to receive said system management information.

20. The computer program product of Claim 19, further comprising:

eighth instructions for sending said system management information to said at least one notification unit via an instant message if said at least one notification unit is available to receive said system management information.